

Figure 1

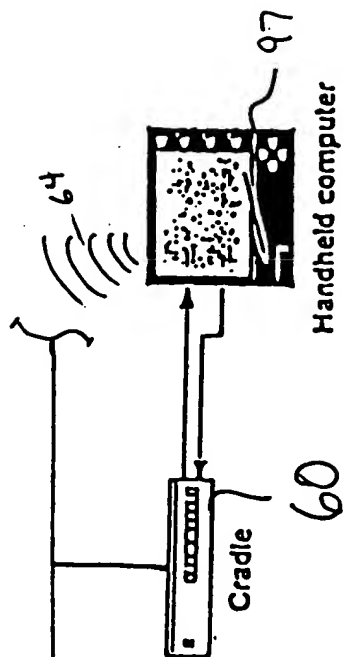
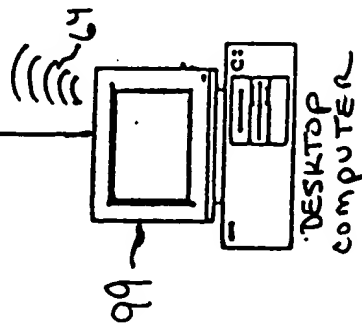
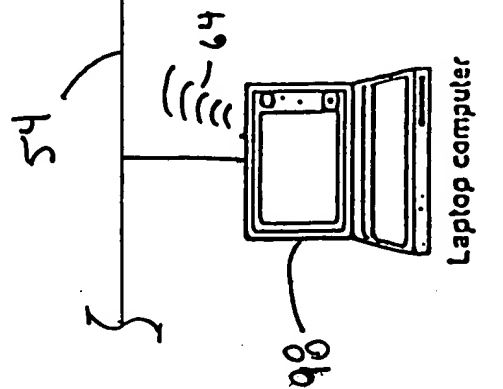
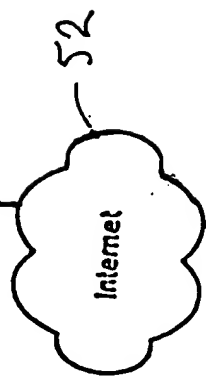
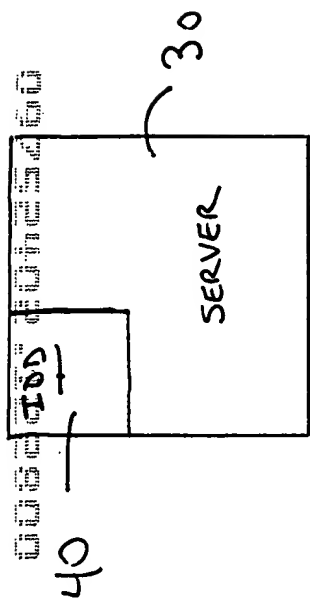


FIGURE 2

100

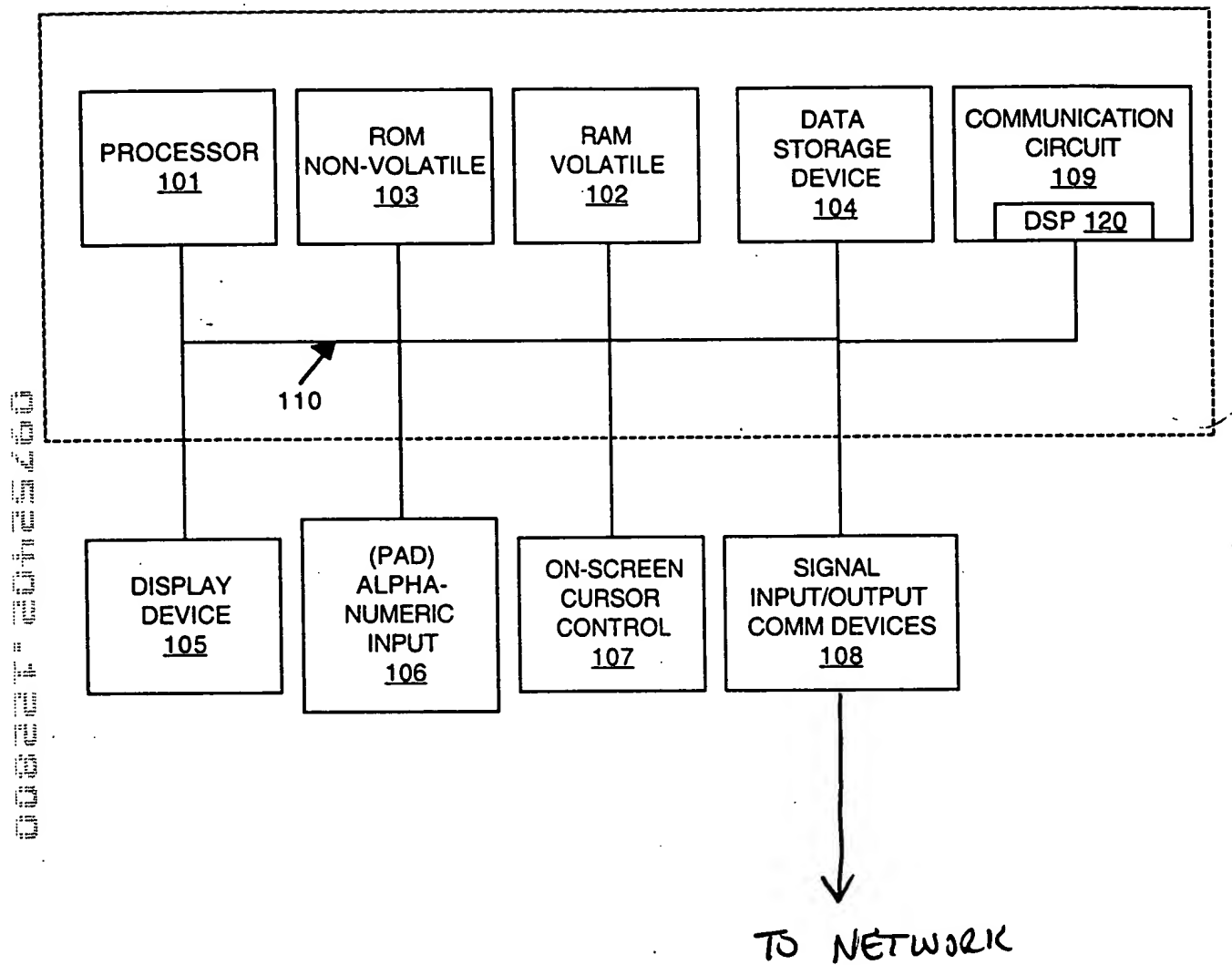


Figure 3

170

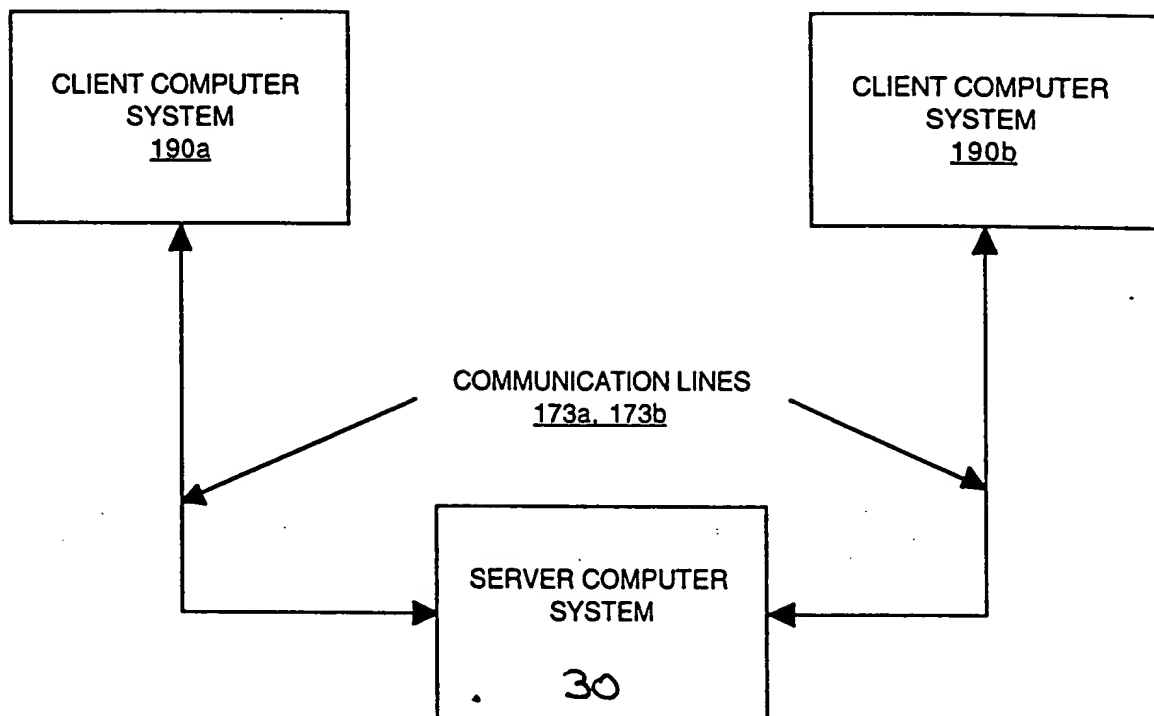
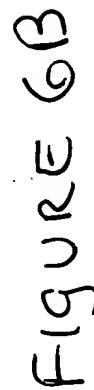


Figure 4



009



206

207

202

Figure 7

FIGURE 8

FIGURE 8

600

000001-00000000

Solution Troubleshooting Resource - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Guide Print Security Shop Stop

Bookmarks Location file:///C:/JDD/Working file/index.html

CEC || CCO || SEARCH || INDEX || SUPPORT || FEEDBACK || DIRECTORY:

Solutions Delivery and Methodologies

Solution Analysis Criteria

Document Type

Select Document Type

Select your target solution

ThunderDial2.1

Set your search criteria

☐ Use Defaults

☒ Set Criteria

General Information

Please Select

Quick Notes

Send Feedback

Please select your current implementation phase (Optional)

☐ Unit Test ☐ Development Test ☐ Early Field Trial ☐ Production

Please select the applicable software version(s) (Optional)

Signal Link Terminal (SLT)	Network Access Server	Signal Controller
Select Target SLT software release <input type="button" value="v"/>	Select Target NAS software release <input type="button" value="v"/>	Select Target SCVSC software release <input type="button" value="v"/>
12.1(1)T		

The values set from this page will affect all subsequent displays. The objective here is to minimize the need to look through alarms, log messages, commands etc. that do not apply to the problem at hand. The components displayed below are based upon the solution you selected.

When applicable, recommendations such as "How to proceed..." will be provided. These recommendations will be affected by the specified Implementation Phase.

The default implementation phase is Production. This is the most restrictive phase, meaning that the "least destructive" recommendations would be provided. The Development Engineers will have the ability to set the "default" software release for their respective products. This will generally be the latest release available.

Document Done

7 211 FIGURE 9

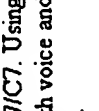
Figure 11

Solution Troubleshooting Resource - Netscape

Home | Forward | Back | Home | Search | Index | Support | Feedback | Directory | Go

http://www.tddev.cisco.com/sdbug/

Solutions Delivery and Methodologies Troubleshooting and Analysis Assistant



Cisco SC2200 Signaling Controller

The Cisco SC2200 combined with the AS5X00 gateways give service providers around the world a proven cost-saving and reliable solution for connecting VoIP and dial access solutions to the PSTN via SS7/C7. Using the SC2200 with SS7 signaling allows Service Providers to enter into new markets, optimize their networks for both voice and data traffic, and save drastically on monthly interconnect fees because SS7 trunks cost a fraction of what PRIs cost.

Deployed since 1998, the Cisco SC2200 software runs on industry-standard Sun UNIX platforms. Cisco continues to improve its SC2200 software-call-control engine, bringing manageability, superior scaling, and dramatic savings to end-to-end dial and voice solutions.

These proven Cisco SS7/C7 interconnect solutions enabled by the Cisco SC2200 are: SS7 Interconnect for Access Servers and SS7 Interconnect for Voice Gateways respectively.

SCVSC Topics

- ☐ Step-By-Step (coming soon)
- ☐ Checking Alarms
- ☐ Checking Processes
- ☐ Checking Signaling
- ☐ Checking Bearer Channels
- ☐ SCVSC Dat Files
- ☒ Call Traces/Logs

71

1200
7

000221-20125200

Solution Troubleshooting Resource - Netscape

Forward | Reload | Home | Search | Help | Security | Shop | 300

http://www.itdev.cisco.com/tdebug/

CEC || CCO || SEARCH || INDEX || SUPPORT || FEEDBACK || DIRECTORY: [] Go

Solutions Delivery and Methodologies

Troubleshooting and Analysis Assistant

SCVSC Troubleshooting Assistant

Step-By-Step (coming soon) | Checking Alarms | Checking Processes | Checking Signaling | Checking Bearer Channels | SCVSC Dat Files | Call Traces/Logs

sort by Question | sort by Validation | show all | search: [] Go

1) Alarm advice

2) Alarms that indicate a significant signaling event

CONF FAIL

1340

1335

1330

1310

1302

VT1

13-1

VT2

13-2

Description: Remember that multiple alarms are likely to occur if severe failure scenarios take place. For instance, an LIF LOS would typically also result in SUPPORT FAIL and SC FAIL. By taking stock of ALL alarms triggered, you should be able to pinpoint the general problem area and perhaps the point of failure.

Procedure: N/A

Description: Below is a list of the more common, but significant alarms you might see.

Procedure: Alarm Description

LIF LOS This alarm typically indicates a physical problem, but it may also indicate an error occurring on the remote end.

LIF FAIL This alarm typically indicates a physical problem, but it may also indicate an error occurring on the remote end.

SUPPORT FAIL This alarm also indicates a physical problem. It might indicate the failure of a supporting entity such as Layer 1 framing.

EQPT FAIL This alarm also indicates a physical problem. It might indicate a bad card.

SC FAIL This alarm typically indicates an abstract signaling problem that requires further diagnosis.

FAIL This alarm typically indicates an abstract signaling problem that requires further diagnosis.

CONF FAIL This alarm indicates a serious problem that can result from hand-editing .dat files. It can also indicate a mis-configuration of one or more parameters.

211 FIGURE 13

VTL
3000

3003
(RED)

3002
(YELLOW)

3001
(GREEN)

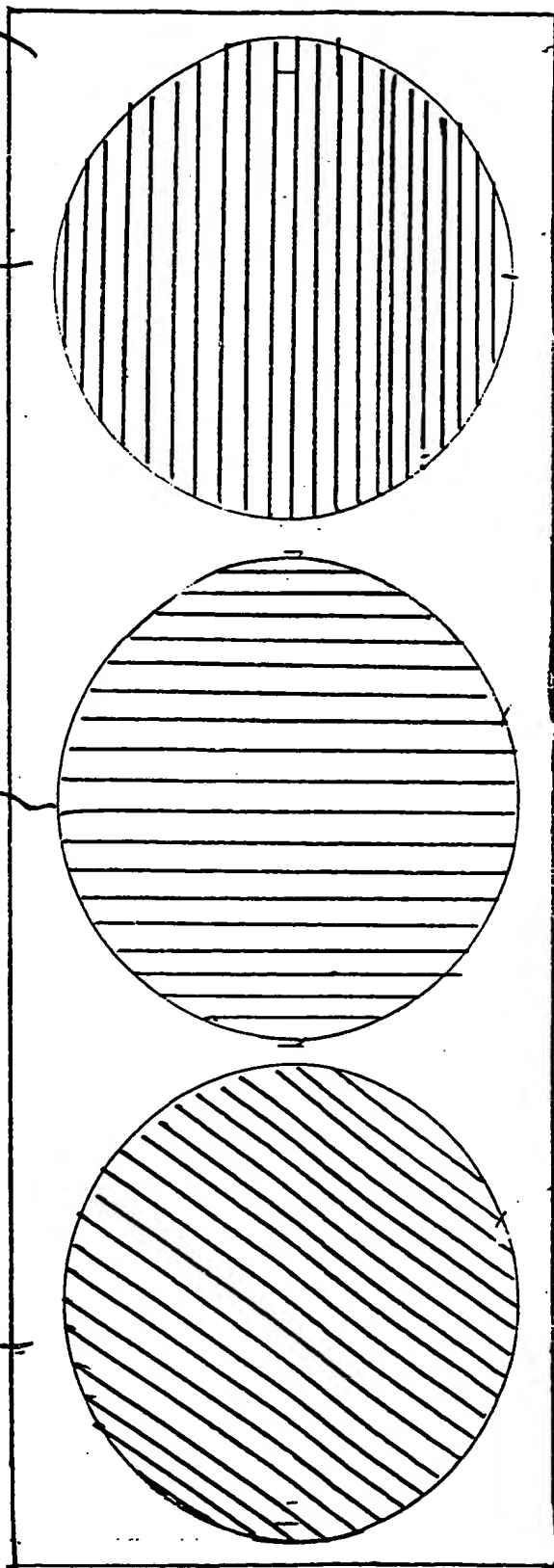


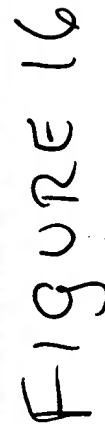
FIGURE 14

[illegible]

FIGURE 15

211

202



1800

000001-200003200

How Do I: New Content - Netscape

1 Question:

2 Contributor*:

3 Description:

4 Answer:

* Only the original contributor (mwnelson) and the administrator may edit this entry once it is submitted. If you are submitting content on behalf of someone else place their user id in this field.

file: /cgi-shell/odd/howDoI/editContent.pl modified: October 18, 2000

Figure 18

Changin:

(a more detailed version of the question - optional)

cription: (a more detailed version of the question - optional)

To change SNMP manager in SC2200 2.0 without using TCT, change current entries in /opt/TransPath/snmp/snmpd.cnf. Changing the entries in

To change SNMP manager in SC2200 2.0 without using TCT, change current entries in /opt/TransPath/snmp/snmpd.cnf. Changing the entries in

Answer:

If using TCT:

- 1) On TCT
 - delete the old SNMP manager and add a new one with the new IP address.
 - build and deploy the config
- 2) On the MASTER stop transpath (we don't want frepld overwriting stuff we've just changed).
- 3) On the SLAVE : use "config-lib retrieve" to get the new config. You

Cancel

Reset

Submit

^x Only the original contributor (mwnelson) and the administrator may edit this entry once it is submitted. If you are submitting content on behalf of someone else place their user id in this field.

file: /cvi-shell/odd/howDo/editContent.pl

modified: October 18, 2000

FIGURE 19

Question: Changing the SNMP manager with and without TCT

```

* contributor : xuchen
current validation level: [ 0 ]

```

Description:
(a more detailed version of the question - optional)

To change SNMP manager in SC2200 2.0 without using TCT, change
current entries in /opt/TransPath/snmp/snmpd.cnf. Changing the entries in

Answer:

If using TCT:

- 1) On TCT
 - delete the old SNMP manager and add a new one with the new IP address.
 - build and deploy the config
- 2) On the SLAVE : stop transpath (we don't want frepld overwriting stuff we've just changed).
- 3) On the SLAVE : use "config-lib retrieve" to get the new config. You

Cancel

Delete

Reset

Submit

^x Only the original contributor (mwnelson) and the administrator may edit this entry once it is submitted. If you are submitting content on behalf of someone else place their user id in this field.

file: /cgi-shell/odd/howDoIeditContent.pl

modified: October 18, 2000

FIGURE 21

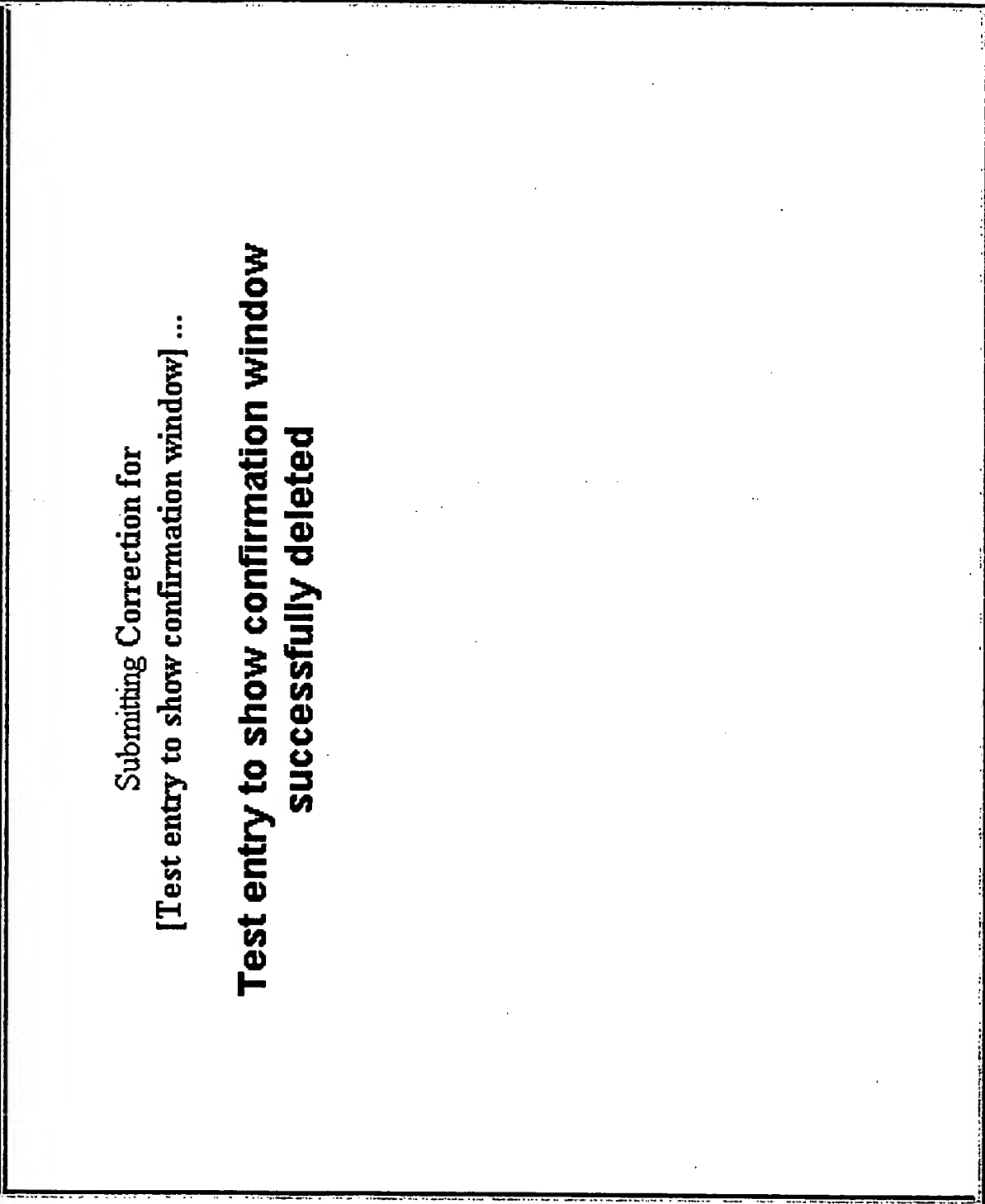
[illegible]

FIGURE 21A

2300
2

How Do I: Comments - Netscape

Disable sync on two VSC's in order to make changes on one box.

Description:

Disable sync on two VSC's (active and backup configurations) in order to make changes on one box. The objective is to allow you to roll back to the working configuration in the event the new configuration has problems and minimize impact to production. This might be used for example, with customers when timers are changed, trunks are added, or additional destinations are added.

Answer:

1. Make sure FOVERD (the fail over daemon) is running on the standby VSC using the UNIX command:
`ps -ef | grep trans`
2. Ensure the current configurations are synced up with each other.
3. Stop the engine on the Active system and ensure the standby VSC has assumed control.
4. Change `".desiredPlatformState"` in `XECfgparm.dat` on both VSC to `"standalone"`
5. Change `".SyscheckpointEnabled"` in `XECfgparm.dat` on active VSC to `"false"`
6. Make the desired change on the active VSC and then switch back to the active VSC, using step 1 and 3 in reverse.
7. If the configurations are correct everything should work as desired.
8. Change `".SyscheckpointEnabled"` in `XECfgparm.dat` on the active VSC to `"true"`

Current Validation Level: 0

Comments:

new comment goes here

comment id: [auto-generated] contributed by mwnelson

Cancel

Reset

Submit

file: /cgi-shell/odd/howDoI/editContent.pl

modified: October 18, 2000

FIGURE 23

2400

howDol/seeComments.pl - Netscape

Disable sync on two VSC's in order to make changes on one box.

Description:

Disable sync on two VSC's (active and backup configurations) in order to make changes on one box. The objective is to allow you to roll back to the working configuration in the event the new configuration has problems and minimize impact to production. This might be used for example, with customers when timers are changed, trunks are added, or additional destinations are added.

Answer:

1. Make sure FOVERD (the fail over daemon) is running on the standby VSC using the UNIX command:
ps -ef | grep trans
2. Ensure the current configurations are synced up with each other.
3. Stop the engine on the Active system and ensure the standby VSC has assumed control.
4. Change ".desiredPlatformState" in XECfgparm.dat on both VSC to "standalone"
5. Change ".SyscheckpointEnabled" in XECfgparm.dat on active VSC to "false"
6. Make the desired change on the active VSC and then switch back to the active VSC, using step 1 and 3 in reverse.
7. If the configurations are correct everything should work as desired.
8. Change ".SyscheckpointEnabled" in XECfgparm.dat on the active VSC to "true"

Comments:

1 Can someone please validate this procedure? I have seen other recommendations in the past that differ with this one and I would like to know this information is correct.

submitted 11/09/2000 at 14:50 comment id: 33

2 I have used this procedure and have validated it. The light should now be green!!

submitted 11/09/2000 at 14:52 comment id: 34

[Cancel](#)

modified: September 25, 2000

FIGURE 24

2500

7

How Do I: Validation - Netscape

Configuring for dual IP addresses

Description:

Answer:

Configure the 2nd Ethernet card in the SUN:

- su to root
- do command "ifconfig hme1 plumb"
- If you need to add another default gateway (in addition to "default router") then go to /etc/rc2.d and at the end of the S69inet file append:
"route add (metric=1 if on same subnet)"
- cd to the /etc directory
- Create a file called 'hostname.hme1', and in this file put a new hostname for the system (e.g E-452.cisco.com). You must create a separate hostname for the second Ethernet card it cannot use the same hostname as the other one.
- Edit the 'hosts' file adding the new hostname and the IP address you want to allocate to the second Ethernet card.
- Edit the 'netmask' file adding a new line with the new network number of the subnet followed by a space then the netmask to apply to that network.
- Type "init 0" . This goes to "ok" prompt, anyway at the "ok" prompt type: "setenv local-mac-address? true" and reboot by typing 'boot' or 'boot -r'
This should reconfigure the kernel and activate the second Ethernet interface. You should then be able to set it activated by querying it with 'ifconfig -a' (you should see hme1 now with the 2nd IP and Ethernet MAC address.
If using a Netra that has a clock speed of 450Mhz (greater than 419Mhz)
To find out the speed of the Netra, at the OK> prompt type banner this will tell you the speed at which the Netra is being clocked at. If the speed is greater than 419Mhz a pre-installer MUST be used, that patches the kernel allowing the processor to function at its correct speed. (The Netra will not work without this pre-installer!).

Current Validation Level: 0

howdoi id: 25 contributed by mwnelson

2502 2503

2501 2503

what do negative and positive validation mean?

file: /cgi-shell/odd/howDoI/editContent.pl modified: October 18, 2000

Figure 25

2600

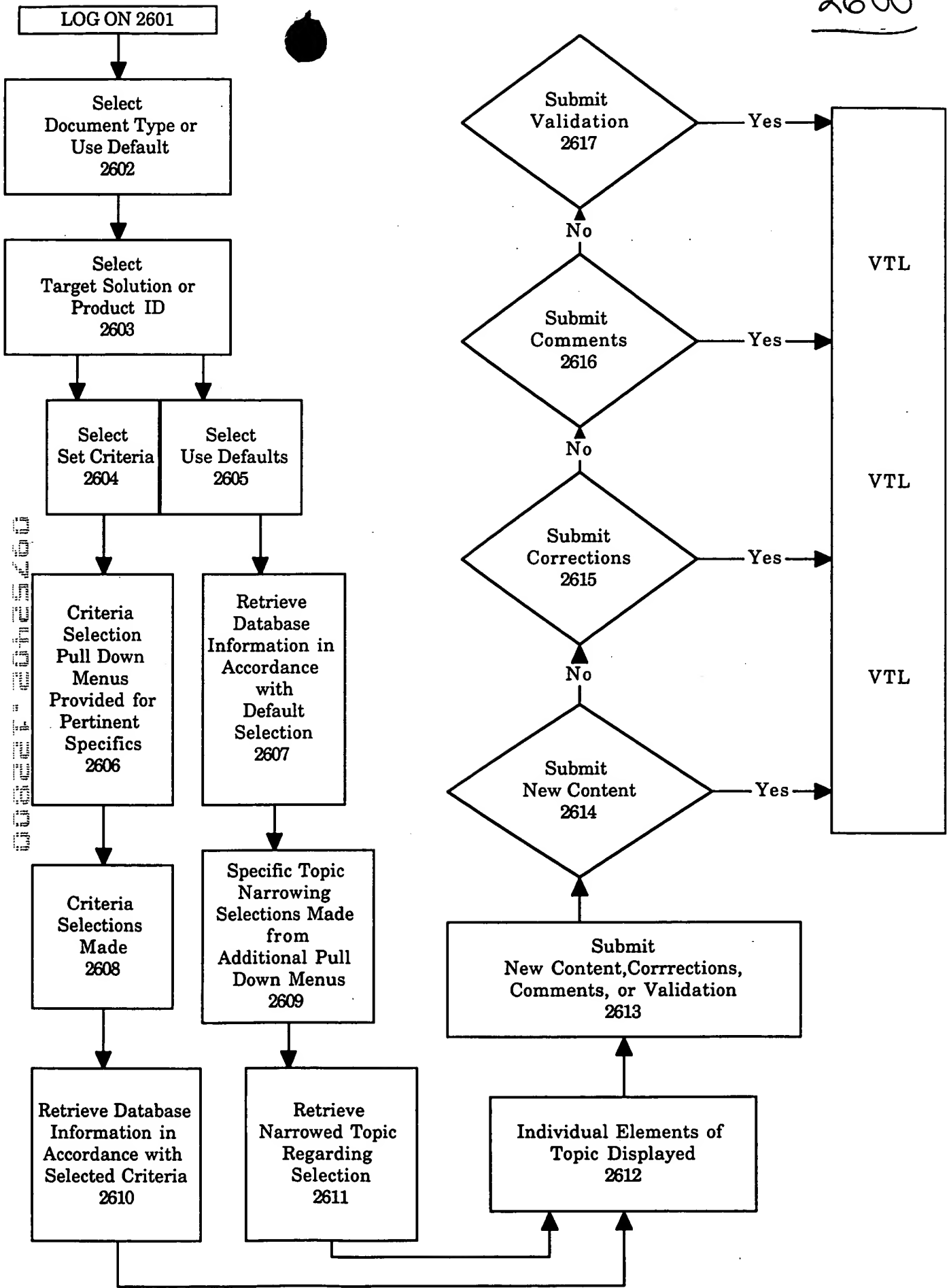


FIGURE 26